GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:322
ANSWERED ON:17.08.2005
DELAYED/WRONG/NON-DELIVERY OF LETTERS
Prasad Shri Hari Kewal;Renge Patil Shri Tukaram Ganpatrao

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has received complaints from the general public against the post offices regarding delayed delivery/non-delivery/wrong delivery of letters etc.;

(b) if so, the details thereof, zone-wise/circle-wise alongwith the reasons therefor; and

(c) the action taken/proposed to be taken by the Government for the redressal of such complaints?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (c): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 322 FOR 17TH AUGUST, 2005 REGARDING DELAYED/WRONG/NON-DELIVERY OF LETTERS

(a) Some complaints regarding delayed delivery/non- delivery/wrong delivery of letters etc. have been received. However, the number of such complaints is very few in comparison with the total volume of mail handled by the Department as may be seen from the complaint to traffic ratio for such complaints given below:-

Unregistered Letters	2003-04	2002-03	2001-02
Traffic (in lakhs)	84216	88716	108134.5
Complaints (in thousands)	8.6	6.9	10.3
Complaint to traffic ratio (%)	0.0001%	0.00008%	0.0001%

(b) The details of complaints regarding delayed delivery/non- delivery/wrong delivery of letters circle-wise is given below:-

FOR UNREGISTERED LETTERS

Name of Circle	No. of complaints about delay in delivery			No. of complaints about non-delivery			No. of complaints about wrong		
	2002-2003	2003-2004	2004-2005	2002-2003	2003-2004	2004-2005	2002-2003	2003-2004	2004-2005
Assam	25	116	9	0	6	0	0	0	0
Andhra Pradesh	44	34	36	84	40	20	0	0	0
Bihar	72	20	9	0	0	0	0	0	0

Chhattisgarh	6	1	4	0	0	0	4	0	0
Delhi	475	401	320	0	0	0	0	0	0
Gujarat	259	701	298	7	73	9	0	13	0
Haryana	30	12	33	0	0	0	0	0	0
Himachal Pradesh	8	5	3	0	0	0	0	0	0
Jammu & Kashmir	0	42	23	0	0	0	0	0	0
Jharkhand	14	73	59	3	4	0	0	0	0
Karnataka	560	376	288	63	50	39	0	2	0
Kerala	914	1336	2154	238	131	153	14	2	8
Madhya Pradesh	70	164	53	0	0	3	0	0	0
Maharashtra	467	634	329	1	5	0	0	0	0
North East	8	12	5	0	0	0	0	0	0
Orissa	29	11	13	3	0	0	0	0	1
Punjab	58	28	32	7	0	3	0	0	0
Rajasthan	84	70	38	14	0	0	0	0	0
Tamil Nadu	684	374	744	76	54	45	0	126	0
Uttar Pradesh	712	443	254	0	60	9	0	0	0
Uttaranchal	1	0	0	0	0	0	0	0	0
West Bengal	490	394	240	2	2	2	0	0	0
Army Postal Service	0	0	0	0	0	0	0	0	0
Total	5010	5247	4944	498	381	283	18	143	9

The reasons for delayed delivery/non-delivery/wrong delivery include cancellation/late running of trains/airlines/buses, incomplete and wrong addresses on the letters, non-use of Postal Index Number (PIN) Code, growth of unplanned colonies in some areas, heavy seasonal work load during festival time, change in residence of the addressee without intimation to the concerned postmaster etc.

Settlement of complaints is a continuous activity and of all the complaints received in 2004-05, 90.53% were settled within 3 months of receipt.

(c) The Department takes immediate action on the complaints received for their redressal. On individual complaints, an enquiry is made by a responsible official of the Department to examine whether there is a short coming in the mail delivery arrangements for that area or any other lacuna giving rise to the complaint. Corrective action is taken on the basis of the result of the enquiry. Improvement of mail delivery is an ongoing exercise and the Department has taken various steps in that direction including installation of automatic mail processing centres in Mumbai and Chennai, segmentation of mail into various channels for local, metro and international mail for quicker sorting and transmission, regular monitoring through test letters and trial cards, live mail surveys, surprise checks on delivery staff, rationalizing and restructuring delivery work in new developing areas, encouragement of presorting by bulk mailers, encouraging use of post bags and boxes in post offices, coordination with transmission agencies like airlines, railways and road-ways. For quick redressal of complaints the Department has provided the facility for registration of complaints online and has set up 1116 computerised customer care centres all over the country to receive and process complaints through a specially designed, interconnected web based system.